Job Title: Customer Service Representative I

Department: Finance

Immediate

Supervisor: Customer Service Supervisor

Origination Date:	09/14/2005
Revision Date:	07/01/2012
Job Grade	801
FLSA Status	Non-exempt

BRIEF DESCRIPTION OF THE JOB:

This position has frequent contact with the City's utility customers by phone and through counter duty resolving customer inquiries and/or complaints. This position performs general clerical and accounting functions that applies basic principles of accounting in support of accounting systems for assigned areas of function such as accounts receivable, cash receipts, and collections.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	S	Processes customer requests, utility payments, address changes, new account applications, and service terminations through the Internet or in person for water, wastewater and sanitation services. Assists customers with determining the services they need or referring them to the correct department. Interacts frequently with the public by phone and through counter duty resolving customer inquiries and/or complaints. Demonstrates considerable tact and persuasion when dealing with customers who may become irate or distraught. Effectively and courteously communicates with the public both verbally and in writing. Works independently, referring very difficult or complex cases to a Customer Service Representative II or the Customer Service Supervisor.
2	S	Balances daily cash receipts to monies received and prepares daily recap. Performs general clerical and accounting functions in support of accounting systems for assigned areas of function such as accounts receivable, cash receipts, and collections. Reconcile reports (Click-2-Gov, IVR & Paymode) daily. Verifies transactions for accuracy.
3	S	Performs administrative duties such as updating various reports and records, updating information in HTE, preparing routine correspondence to customers concerning their accounts, and any other administrative duties as assigned. Receives payments from the public for Community Facilities District assessments. Acts as a backup to the Customer Service Advocate by staffing the City Hall lobby front desk as needed.

JOB REQUIREMENTS:

	JOB REQUIREMENTS
Formal Education / Knowledge	Work requires knowledge necessary to understand basic operational, technical, or office processes. Level of knowledge equivalent to four years of high school or equivalency.
Experience	No experience required.
Certifications and Other Requirements	None
Reading	Work requires the ability to read and comprehend complex written documents such as administrative guidelines, accounting guidelines, and various legal agreements.
Math	Work requires the ability to perform general math calculations rapidly and accurately such as addition, subtraction, multiplication, and division. Ability to calculate and apply percentages, decimals and fractions is also required.
Writing	Work requires the ability to produce written documents with clearly organized thoughts using proper English sentence structure, punctuation, and grammar.
Managerial	Job has no responsibility for the direction or supervision of others but may provide advice/direction to an employee with less experience/skill or tenure.
Policy / Decision Making	Moderate - The employee normally performs the duty assignment after receiving detailed instructions as to methods, procedures, and desired end results with little room for deviation. The immediate supervisor may, at times, provide close and constant review.
Technical Skills	Limited Application - Work requires the use of standard technical skills appropriate to the work environment of the organization. Limited analysis and independent thinking is utilized.
Interpersonal / Human Relations Skills	High - In addition to the sharing of information, interactions at this level may also include providing advice to others outside direct reporting relationships on specific problems or general policies/procedures. In many of the interactions, contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.

Physical Demands

Frequency Code Scale

N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
Never occurs	Less than 1 hour/week	Up to 1/3 of the time	From 1/3 to 2/3 of the time	2/3 or more of the time

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)		Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Standing	□ N □ R ⊠ O □ F □ C	☐ Making presentations ☐ Observing work site ☐ Observing work duties ☒ Communicating with co-workers		Pushing/ Pulling	⊠ N □ R □ O □ F □ C	☐ File drawers ☐ Equipment ☐ Tables and chairs ☐ Hoses
Fine Dexterity	□ N □ R □ O ⊠ F □ C	☑ Computer keyboard☑ Telephone keypad☑ Calculator☐ Calibrating equipment		Climbing	⊠ N □ R □ O □ F □ C	☐ Stairs ☐ Ladders ☐ Step stools ☐ Onto equipment
Walking	□ N □ R ⊠ O □ F □ C	☒ To other departments/offices☒ Around work site		Vision	□ N □ R □ O □ F ⊠ C	☒ Reading☒ Computer screen☒ Driving☒ Observing work site
Lifting	□ N □ R ⊠ O □ F □ C	☑ Supplies☐ Equipment☑ Files		Foot Controls	⊠ N □ R □ O □ F □ C	☐ Driving ☐ Operating heavy equipment ☐ Operating Dictaphone
Carrying	□ N □ R ⊠ O □ F □ C	⊠ Supplies □ Equipment ⊠ Files		Balancing	⊠ N □ R □ O □ F □ C	☐ On ladders ☐ On equipment ☐ On step stools
Sitting	□ N □ R □ O ⊠ F □ C	☑ Desk work☑ Meetings☑ Driving		Bending	□ N 図 R □ O □ F □ C	 ☐ Filing in lower drawers ☑ Retrieving items from lower shelves/ground ☐ Making repairs
Reaching	□ N □ R ⊠ O □ F □ C	☒ For supplies☒ For files	•	Crouching	□ N ⊠ R □ O □ F □ C	☒ Filing in lower drawers☒ Retrieving items from lower shelves/ground
Handling	□ N □ R ⋈ O □ F □ C	☑ Paperwork☑ Monies		Hearing	□ N □ R □ O □ F ⊠ C	☒ Communicating via telephone/radio, to co-workers/public☒ Listening to equipment
Kneeling	□ N ⊠ R □ O □ F □ C	☒ Filing in lower drawers☒ Retrieving items from lower shelves/ground		Twisting	□ N □ R ⊠ O □ F □ C	☑ From computer to telephone☐ Getting inside vehicle
Crawling	□ N ⊠ R □ O □ F □ C	☑ Under equipment ☐ Inside attics/pipes/ditches		Talking	□ N □ R □ O □ F ⊠ C	☑ Communicating via telephone/radio, to co-workers/public
Other		(Explain)	1			

Physical Demands (continue	ed)							
Machines, Tools, Equipment and Work Aids:								
Copy machine, computer, printer, calcu			nd general of	fice equipment				
7 7 7		, 1	<u> </u>					
Computer Equipment and S	Coftwore							
Programs used include MS Office, H.T	E. Utility Billin	<u>g</u> .						
Environmental Factors:								
Environmental Condition	ons	Never	Seasonally	Several T Per Mo		Several Ti Per Wee		Daily
Extreme temperature (heat, cold, extreme temp. changes fi	nom outsido	\boxtimes						
work)	om outside							
Wetness and/or humidity		×						
(bodily discomfort from moisture) Respiratory hazards			_			_		
(fumes, gases, chemicals, dust and d	irt)	X						
Noise and vibration	,	×						
(sufficient to cause hearing loss)					Ц			
Physical hazards (high voltage, dangerous machinery	aggressive	\boxtimes						
prisoners, patients – <u>not customers</u>)			_		_			
Health and Safety Condition	16.							
Health and Safety Conditions	N = Never	R = Rarel	v O=0	Occasionally	F =	Frequently	C =	Constantly
	Never	Less than		or more of		n 1/3 to 2/3		or more of
	occurs	hour per we	ek t	he time	of	the time	1	the time
Mechanical hazards	×							
Chemical hazards	X							
Electrical hazards	X							
Fire hazards	X] [
Explosives				<u> </u>				
Communicable diseases	X							
Physical danger or abuse Other (specify)								
Primary Work Location: Office Environment Warehouse Shop Vehicle Recreation Centers/Neighborhood Outdoors Other (Specify) Protective Equipment Requ								
N/A								

Job Demands

Overall Strength Demands:

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⊠ Sedentary	Exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.			
Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly <u>AND/OR</u> walking or standing to a significan degree.				
☐ Medium	Exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.			
☐ Heavy	Exerting 50-100 pounds occasionally, 25-50 pounds frequently, or from 10 up to 20 pounds constantly.			
☐ Very Heavy	Exerting over 100 pounds occasionally, 50-100 pounds frequently, or from 20 up to 50 pounds constantly.			

Non-physical Demands:

Non-physical Demands	Frequently	Occasionally	Rarely	Never
Time Pressures	X			
Emergency Situations			\boxtimes	
Frequent Change of Tasks	×			
Irregular Schedule/Overtime			\boxtimes	
Performing Multiple Tasks Simultaneously	×			
Working Closely with Others as Part of a Team	×			
Tedious or Exacting Work	X			
Noisy/Distracting Environment	×			
Other (Describe below.)				

EXPECTED BEHAVIOR:

Staff – Expected Behavior

The employee is expected to embrace, support, and promote the City's values, beliefs, and culture which include but are not limited to the following:

- Be positive. Do not participate in gossip.
- Maintain confidentiality
- Walk the talk uphold and live the Goodyear culture
- Encourage positive feedback
- Be accountable submit responses to all requests for information by due date and meet deadlines
- Support a learning culture
- Be on time for all meetings
- Create and implement ethical standards for your worksite
- Be fiscally responsible
- Support the City's values and mission
- Let common sense prevail
- Be visionary anticipate issues
- Support organizational change
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors, and vendors.
- Understand and interpret City policies and procedures, and make rational decisions/recommendations in accordance with established policy.
- Work in a safe manner and report unsafe activities and conditions. Follow the City-wide safety policy and practices and adhere to responsibilities concerning safety prevention, reporting, and monitoring. Safety is everyone's responsibility. Make it a critical part of the day to day operations.
- Foster teamwork and actively participate on teams and in City activities
- Lead by example
- Provide outstanding customer service to internal and external customers

These traits are not basic job requirements but are expected behavior. Other duties and responsibilities will be performed as assigned.

SIGNATURES—REVIEW AND COMMENT:

I have reviewed this job analysis and its attachments and find it to be an accurate description of the demands of this job.

	Signature of Employee	Date
Job Title of Supervisor	Signature of Supervisor	Date

City of Goodyear, Arizona Job Title of Department Director Signature of Department Director Date Comments:

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.